

General Government



"I truly enjoy working with people and I am very proud to be a member of the team that strives to maintain building safety for our citizens."

- Darlene Hultman
OCI Building Inspector







General Government exists to provide professional leadership and management for a healthy and economically satisfying environment for citizens.

RECENT ACCOMPLISHMENTS

- General government continues to pursue technological advanced to improve service. Council minutes and agendas are posted on-line, a new OCI on-line permitting system is being tested, a new "Develop Wichita" website has been initiated, the web is being used increasingly for employee recruitment, and handheld computers for field inspectors are being implemented.
- Successful integrated marketing campaigns were conducted with the Aviation Festival and in conjunction with the "Ditch the Drive" low airfare promotion.
- Property Management staff have actively marketed and disposed of surplus property, generating \$2.6 million in 2003.

DEPARTMENT OBJECTIVES

1. Resolve personnel grievances efficiently.
2. Facilitate new employee hiring
3. Manage City of Wichita owned property effectively.
4. Ensure city code compliance.
5. Improve productivity of inspection personnel

PERFORMANCE MEASURES

Dept. Objective	Program Measure Description	2001 Actual	2002 Actual	2003 Actual	2004 Projected	2005 Projected
1	Percent of Grievances Resolved by ERO*	N/A	83%	92%	84%	84%
2	Number of new employees hired	N/A	317	177	200	200
3	Number of negotiations completed within 60 days	N/A	14.4%	95%	100%	100%
4	Building permits	8,578	8,441	7,366	8,200	7,600
4	Building inspections	25,977	25,499	26,000	26,500	27,000
4	Trade permits	18,061	17,997	16,844	17,000	17,200
4	Trade inspections	59,753	59,753	57,503	58,000	58,500
5	Housing code cases filed per Inspector	N/A	3.3	4.0	3.4	3.5
5	Avg. number of zoning / graffiti cases opened monthly per Inspector	N/A	21.4	20.9	21.4	21.4



OVERVIEW

General Government is comprised of Personnel, Arts and Cultural Services, Property Management, Administrative Services and Central Inspection. Property Management and Central Inspection are both financed by self sustaining Special Revenue Funds. The remainder of General Government is financed by the General Fund.

Personnel recruits, hires, and trains employees for the City. Administrative Services manages the operations of marketing, lobbying, public information, internal auditing, neighborhood services, and City Clerk's office staff. Central Inspection enhances the public safety and welfare of the City through enforcement of City codes relating to building construction, housing maintenance, zoning, regulatory licensing, and neighborhood improvement services. Property Management engages in real estate transactions and manages property on behalf of the City.

DIVISION DESCRIPTIONS

General Government is comprised of multiple divisions and several funding sources. There are three General Fund financed Divisions: Personnel, Administrative Services and Arts and Cultural Services. In addition, Property Management and the Office of Central Inspection are separate Division funded by the Property Management Fund and the OCI Fund, respectively.

Personnel: The Personnel Division maintains a merit system of employment, administers classification and compensation plans, and promulgates personnel policies and procedures. The administration of employee programs, bargaining unit negotiations and grievance investigations are coordinated through Personnel.

Administrative Services: This division is a conglomeration of several smaller sections, including Administration, Public Information, Internal Audit, Government Relations/Legislative Services, Marketing, Development Assistance, the City Clerk's Office and Neighborhood City Halls.

Internal Audit includes an auditor who verifies compliance with policies and agreements and monitors and reviews management practices, including financial transactions.

The **Public Information Office** (PIO) is responsible for handling the flow of information both within and outside of the City organization. The PIO manages the broadcasting of City Council meetings on Cable Channel 7, public service announcements and television commercials in support of many City programs. This office also produces the bi-monthly employee newsletter "City Link."

Marketing Services coordinates the City's unified marketing effort.

Intergovernmental Relations serves as the City's lobbying arm, representing the City in Topeka during the legislative session and throughout the year. This section also communicates legislative and policy issues of importance to the federal legislative delegation.

The **Development Assistance Coordinator** serves as the initial point of contact for significant public-private development projects and as the interdepartmental liaison, implements development improvements and resolves issues impacting development. Recent accomplishments include development of the Eaton Hotel Block, the Kansas Paint site, and the former Farm & Art Market; analyses of potential industrial park sites; updates to the Sign Code; and development of the 20-year Special Assessment Financing Pilot Project.

The **City Clerk's Office** is responsible for acting as ex-officio clerk of the City Council, the Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings. Additionally, the City Clerk maintains the official files of the City, and provides access to City Council meeting agendas and minutes.

Neighborhood Services provides a direct, decentralized connection between the City organization and the citizens of Wichita, through four strategically located Neighborhood City Halls, and through interaction with the six District Advisory Boards (DAB).

Arts and Cultural Services: This new division centralizes several arts and cultural sections previously located in the Park Department. The division is centered around CityArts, which provides art instruction to Wichita residents from a new building centrally located in Old Town. In addition, the cultural subsidies provided to several delegate agencies are incorporated in this division. The Boathouse and downtown visitor's center is also included.

Property Management: Property Management is involved in transactions to buy and sell real estate on behalf of the City. Many transactions are related to CIP projects and the need for right-of-way or building locations. In addition, this office also manages City owned properties, focusing on properties that are revenue generating. Managed properties include the Victoria Park Apartments and the City Hall Parking Garage. The office is funded entirely by lease revenues.

Office of Central Inspection (OCI): This division provides building, housing and zoning code enforcement services for developers, building contractors, homeowners and business owners. Primarily, the services are provided by certified building and housing inspectors. Operations are funded entirely by fee and permit revenues.



Inspection staff verify code compliance in Commercial/ Residential building, electrical, plumbing, sewer, mechanical, and elevator construction areas. These inspections are done for all new construction, remodels, additions, and repairs in all the above mentioned fields for all types of projects. This included over 83,000 inspections in 2003 alone. OCI staffing includes specialty inspectors as well as inspectors trained for the combination of both trades and building inspections.

The Housing section of OCI includes inspection of existing residential property to guarantee compliance with the Housing codes. Inspectors made over 21,550 inspections in 2003 for sub-standard housing. This operation includes the condemnation process where inspection staff evaluate unsafe property for possible demolition. Based on mutual agreement with the Wichita Area Builders Association, the budget for the Housing section is limited to no more that 20% of the total OCI expenditure budget

FINANCE AND OPERATIONS

The Personnel Division (17 full time positions and a 2005 Proposed budget of \$1.3 million) includes the oversight of the City payroll. Over 3,200 City employees receive bi-weekly pay processed by Personnel. Staff also maintains personnel transactions and records; directs equal employment/affirmative action programs; coordinates the employee action programs; and coordinates the employee training and development programs.

Oversight of the City payroll process is housed in Personnel, where an average 2,338 direct deposits and 917 paychecks are processed and distributed bi-weekly

Employee training is administered by Personnel to ensure that training requests pertain to job duties and enhance the employee's working knowledge. In addition to in-house training provided by Personnel staff, the budget includes an annual appropriation of \$150,000 for external training opportunities.

	2002	2003	2004	2005
Grievances submitted to ERO	79	65	75	75
Grievances resolved by ERO	65	60	63	63
Grievance Boards held	14	5	12	12
% resolved by ERO	83%	92%	84%	84%

The Employment Relations Officer (ERO) in the Personnel Division is tasked with resolving employee grievances. Annually, around 70 grievances are submitted. In addition, the ERO leads negotiates with the five City bargaining units on labor contracts.

In the proposed budget, Personnel will begin implementing a broadbanding salary schedule. This wage approach to compensation focuses on performance and the employment market, using a few, wide salary bands to deliver pay, and emphasizes management pay decisions.

The budget includes \$125,000 annually to support the City's centralized marketing efforts. In 2001, the City's marketing programs were honored with the prestigious President's award from City/County Communications and Marketing Association (3CMA), which was the first time in the City's history. This award was received because of the innovative marketing practice used in communicating to the citizens of Wichita. Specific marketing efforts have included

- Aviation Festival
- Ditch the Drive campaign
- Economic Development Marketing Campaign
- Summer of Discovery
- Regional Tourism Initiative
- Golf Wichita Promotion
- City Guide to Services

The City Clerk's Office has been active in facilitating public access to Council meeting minutes and agendas. Both are currently posted at the City's website. Council minutes are usually posted within days after each Council meeting.

City Council minutes and agendas are posted on-line at www.wichita.gov.

Each Council District has a District Advisory Board (DAB) that provides feedback and input on City policies, programs and projects, and assists with issues ranging from the City Operating Budget to specific zoning cases impacting a neighborhood. The boards meet in the evening to provide citizens easy access to local government. Each District Advisory Board develops goals and special projects to directly serve the citizens in their district.

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Currently, four Neighborhood City Halls are open and house Community Police and Neighborhood Inspectors, along with recreation, health and library staff. The four locations are Atwater Community Center, Colvin Neighborhood Center, Evergreen Neighborhood Center and Aley/Stanley Community School Center. The Neighborhood City Hall concept affords area residents easier access to City services. The DAB's and Neighborhood City Halls are supported by the Neighborhood Services division of Administrative Services.



The 2005 budget for Arts and Cultural Services totals \$1.1 million and supports 9 full time positions. A large portion of the budget is the \$308,620 in cultural subsidies as shown below.

Entity	2005 Proposed
Cowtown	\$241,850
Kansas African-American Museum	2,330
Mid-American All Indian Center	57,900
Sedg. County Center for the Arts	6,540
Total	\$308,620

The division also operates CityArts, which will be moving soon to a new location in Old Town. From this centralized location, CityArts provides art classes, which generate \$160,000 annually in revenue. Finally, the Farm and Art Plaza is managed within this division.

In 2003, the Property Management division acquired over 60 properties for the City, with an acquisition cost of over \$32 million. Several other properties were acquired by eminent domain, with an estimated value of \$11.25 million. Most of the acquisition activity has occurred in the East Kellogg corridor, the Central Rail corridor, the Pawnee Rail corridor, the WaterWalk development area, and North Hillside. Property sales in 2003 included 31 tracts of surplus land valued at \$2.6 million. These sales generated an estimated \$590,000 for the General Fund in 2004.

Property Management also directly maintains and manages over 60 leases, and indirectly manages over 50 other properties through the use of third-party management companies. In addition, staff oversees the management of two parking garages, 14 surface lots containing a total of 2,800 parking spaces, and the Old Town parking district.

The 2005 Proposed budget includes the transfer of \$473,820 from the Property Management Fund to the General Fund. This non-recurring transfer will "repay" the General Fund for funds provided in 1997 and 1998, when the Property Management Fund was being formed.

The OCI Fund supports 73 inspectors and support staff with a budget of \$5.5 million. OCI is a self-sustaining fund supported entirely by user fees derived from building code permitting and enforcement activity. Approximately 73 percent of annual revenues are derived from the collection of permit fees on new residential and commercial construction in the City.

Building inspectors provide detailed inspections of new construction across the City. Housing inspectors respond directly to citizen requests and complaints and help protect the value of existing real estate, particularly properties located in more mature sections of the city. A Neighborhood Inspector is housed at each Neighborhood City Hall to enhance neighborhood-based services and code enforcement.

The Office of Central Inspection is moving toward becoming more Internet and e-government focused. Efforts are on-going to develop and improve the internet permitting system. This is designed to maximize contractor's access to information pertaining to specific construction activities. When the system is completed later this year, contractors will be able to check case file numbers, and obtain status reports on pending inspections. The 2005 budget provides continued funding for wireless inspection technology, for the purpose of allowing inspection personnel to spend more time in the field and access their desktops from remote locations.

New construction is a highly cyclical industry. In order to protect the Central Inspection Fund from sharp downturns in the market, an operating cash reserve is maintained that is equal to three to four months of operating costs. This buffer allows quality inspection staff to be retained in periods of recession and provides the opportunity for hiring of additional staff during times of peak activity. Because building permit fees provide the bulk of revenues for operations, the fees have a significant impact on fund balance. Periodic adjustments are made upward or downward based on construction activity and fund balance, and are generally discussed and jointly supported by Central Inspection staff and builders prior to Council approval.

FUTURE CHALLENGES

- Increase use of technology to enhance productivity and enhance citizen access to government.
- Create a more flexible work force through increased training and cross-training opportunities
- Continue to successful integrated marketing campaigns
- Continue implementation of internet permitting enhancements to increase accessibility of products and services to our building customers.
- Manage growth in OCI nuisance abatement cases.
- Manage OCI staff and staffing hours to increase responsiveness to builders needs and reduce or eliminate overtime costs
- Manage an increasing portfolio of real estate within existing resource levels



General Government Department Budget Summary					
	2003	2004	2004	2005	2006
	Actual	Adopted	Revised	Adopted	Approved
Personal Services	6,414,283	6,806,010	6,642,490	6,950,710	7,241,420
Contractuals	2,752,373	2,840,520	2,967,170	2,830,350	2,832,900
Commodities	97,049	106,840	112,280	120,710	112,190
Capital Outlay	12,021	812,000	700,000	450,000	0
Other	241,983	306,780	325,780	975,170	480,680
Total Local Expenditures	9,517,709	10,872,150	10,747,720	11,326,940	10,667,190
General Fund	3,223,940	3,535,290	3,372,770	3,490,430	3,536,870
Property Management Fund	1,225,919	2,047,460	2,030,570	2,252,670	1,344,980
Central Inspection Fund	5,067,849	5,289,400	5,344,380	5,584,740	5,785,340
Total Local Expenditures	9,517,709	10,872,150	10,747,720	11,326,940	10,667,190
Total full-time positions	122	118	118	118	118
Total part-time positions	3	1	1	1	1
Total FTE positions	123.75	118.5	118.5	118.5	118.5

For additional information on General Government visit www.wichita.gov



Wichita Center for the Arts

Founded in 1920, the Center offers exhibits by international, national and regional artists, and instruction in the visual and performing arts for adults and children. Included are the arts-based pre-school, summer camp and after-school classes. The permanent collection features works by artists with a Kansas heritage, including John Noble, Birger Sandzen and Wichita sculptor Bruce Moore. You'll find outdoor sculptures on the Center's 15-acre campus. The complex also houses an art-reference library and the Center Theatre, which presents quality theatrical productions, as well as contemporary foreign and experimental films.